
Direct Loan Publications Ordering and Reference Guide

U.S. Department of Education



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Order Fulfillment Process

The Direct Loan publications listed in this guide may be ordered through the COD School Relations Center. You may place an order by telephone at 800/848-0978 or by email, codsupport@acs-inc.com. You may FAX orders to 877/623-5082.

The COD Support Warehouse in Montgomery, AL ships (fulfills) orders within 2 business days after an order is received by the COD School Relations Center. You should receive most orders within 7-10 business days of shipment, depending on your school's location. COD must have a street address for delivery; UPS will not ship to a P.O. Box address. If you do not receive your order within 10 business days of shipment, please contact the COD School Relations Center to assist in tracking your order.

The chart on page 3 of this guide contains a list and description of the products available for order. When placing your order, refer to the item numbers listed in the reference guide. Doing so ensures that you receive the correct publication(s) and eliminates the need for you to return materials. In general, there is no limit to the quantity of items you can order (see quantity limits under "Rush Orders").

Rush Orders

You may request that an order be "rushed." To qualify, the order must contain less than 1000 pieces per item. Rush orders expedite shipping by one business day. An order that exceeds the 1000-piece-per-item limit ships as a regular order, resulting in two separate shipments.

The COD School Relations Center must receive rush orders by 12:00 P.M. (noon) ET for the order to be fulfilled the same day. If requests for rush orders are not received by 12:00 P.M. (noon) ET, the items ship the following business day. There is no option for overnight or express mail.

Return Requests

If you must return materials because a package was sent in error or you received more materials than you ordered, contact the COD School Relations Center to make arrangements for UPS pick up. Returns can only be picked up at the same address to which they were shipped/delivered.

Additionally, only materials that can be used to fulfill future orders can be picked up. If a material is outdated or the material was printed with errors and is to be recycled, it cannot be picked up. In this case, you can discard or recycle the material.

Backorders

Some fulfillment requests may not be shipped immediately because the item is on backorder. When this occurs, the COD School Relations Center notifies you of the backorder and the expected ship date if it is known.

Bulk Publications Web Site

Additional student financial aid publications are available for order on the U.S. Department of Education's publication web site, www.edpubs.org. All publications are provided to the general public at no cost.

COD Order No.	Item No.	Item Description
1	DL250	New – Bookmark – Website Information
2	DL251	New – Inside Scoop for Borrowers
3	DSL012	Direct Loan Repayment Plan Selections
4	DSL046	Direct Plus Loan Basics (REVISED)-- <i>Coming Fall 2004!</i>
5	DSL048	Entrance Counseling Guide For Direct Loan Borrowers-- <i>Coming Soon!</i>
6	DSL049ERR	Errata Entrance/Exit For Counselors (C)
7	DSL049Y7	Entrance Counseling Guide For Counselors
8	DSL054	Exit Counseling Guide For Direct Loan Borrowers
9	DSL055Y7	Exit Counseling Guide For Counselors
10	DSL095Y7	Entrance/Exit Video Counseling Kit (ENGLISH)
11	DSL103	In-School Deferment Request (Expiration 6/30/2005)
12	DSL105Y7	99/00 Direct Loan School Guide
13	DSL106Y7	Rev. Chapter 6 Of The DL School Guide
14	DSL114	Budgeting Pays Off After School
15	DSL118	Advice About Defaulting On Your Direct Loan
16	DSL120	Budgeting Pays Off In School
17	DSL124	Direct Loan Visit The World Wide Web! With Magnet
18	DSL126	Electronic Debit Account (Automatic Payment System)
19	DSL200Y10	03/04 Stafford Master Promissory Note WITH Data Labels, S.S.
20	DSL201Y10	03/04 Stafford Mater Promissory Note WITHOUT Data Labels, S.
21	DSL202Y10	03/04 Stafford Master Promissory Note Instructions (PAGE 3)
22	DSL203Y10	03/04 PLUS Application & Master Promissory Note WITH Data Labels, S.S.
23	DSL204Y10	03/04 PLUS Application & MPN WITHOUT Data Labels, S.S.
24	DSL205Y10	03/04 Stafford Borrower's Rights & Responsibilities
25	DSL206Y10	03/04 PLUS Loan Instructions/Completing The MPN (PG 3-4)
26	DSL207Y10	03/04 PLUS Loans Borrower's Rights & Responsibilities
27	DSL208Y10	03/04 PLUS Loan Endorser Addendum Application & MPN
28	DSL209Y10	03/04 Instructions For Completing PLUS Endorser Addendum
29	DSL210Y10	03/04 PLUS Application & MPN WITH Data Labels, PIN-FED"
30	DSL211Y10	03/04 PLUS Application And MPN WITHOUT Data Labels, PIN-FED
31	DSL212Y10	03/04 Stafford MPN With Data Labels, PIN-FED
32	DSL213Y10	03/04 Stafford MPN Without Data Labels, PIN- FED
33	DSL217Y10	03/04 Stafford Plain Language Disclosure Statement
34	DSL218Y10	03/04 PLUS Plain Language Disclosure Statement